

Notice of References Cited	Application/Control No. 09/474,631	Applicant(s)/Patent Under Reexamination SAMRA ET AL.	
	Examiner Eric Shaffer	Art Unit 2163	Page 1 of 2

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-6,317,752	11-2001	Lee et al.	707/104.1
	C	US-			
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	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Thearling, Kurt; Berson, Alex; Smith, Stephen; "Building Data Mining Applications for CRM", December 22, 1999.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.